



Office of Statewide Health Planning and Development

Healthcare Workforce Development Division

400 R Street, Suite 330
Sacramento, California 95811-6213
(916) 326-3700
Fax (916) 322-2588
www.oshpd.ca.gov



SITE VISIT REPORT

California State University, Fresno (CSU, Fresno)

Report completed by: Melissa Omand

Date: April 29, 2009

Time: 9:30 a.m. – 1:00 p.m.

Location: California State University, Fresno
2345 East San Ramon Ave.
Fresno, Ca 93740

Discussion: Dr. Cricket Barakzai, Program Director, completed the Site Visit Tool and provided all attachments. See staff comments provided throughout document.

Staff also met with Dr. Michael Russler, Chair, Department of Nursing; Benjamin Cuellar, Dean, College of Health and Human Services; and Dorothy Fraser, Assessment Coordinator.

Site Tour: Song-Brown staff toured the Department of Nursing at CSU, Fresno and the Central California Center for Excellence in Nursing. The Department of Nursing at CSU, Fresno is located in the College of Health and Human Services.

The Center for Excellence in Nursing was established in 2006 and its mission is to enhance nursing education and practice at the bachelor's and master's levels. Due to the interest expressed by local hospital leaders, the center is involved in developing a regional simulation center at CSU, Fresno. The simulation center will allow local nursing students and staff educators to practice clinical skills and critical thinking abilities. The Center has also developed a Nursing Legacy Project; the project will contain historical artifacts, photographs and documents that highlight nursing education at Fresno State since the 1950's. **Picture #1**

Staff also was given a tour of Madera Community Hospital by Tammy Galindo, RN. Madera Community Hospital is a non-profit

community based organization. Ms. Galindo gave Song-Brown site visitors a tour of the medical-surgical and labor/delivery nursing stations.

Staff was introduced to a nursing student from CSU, Fresno currently working as an extern at Madera Community. As an extern the young man is hired by the hospital and is only allowed to perform procedures already taught in his basic nursing curriculum and signed off as competent on the skills check list. During the school year externs are only allowed to work 8 hours per week. The extern stated that he liked the opportunity, experience, and confidence he has gained via the externship and Mary Farrell, Chief Nursing Officer at Madera enjoys having the externs at the hospital. Currently, the hospital accepts 25 externs per year but would like to take on more if the money could be found to support them.

Picture #2

| | |
|-----------|--|
| Findings: | At this time minimum standards have not been created for the Registered Nurse Education Programs within the Song-Brown Program, however the BSN Program at CSU, Fresno meets the goals and objectives of the Song-Brown Program. |
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Attachments

SONG-BROWN HEALTHCARE WORKFORCE TRAINING PROGRAM SITE VISIT EVALUATION REVIEW

REGISTERED NURSE EDUCATION PROGRAM: California State University, Fresno

Date of Site Visit: April 29th, 2009

Site Review Staff: Terrie Smith & Melissa Omand

Names and Titles of Persons Interviewed: Michael Russler, Chair,
Benjamin Cuellar, Dean, Dorothy Fraser, Assessment Coordinator,
Mary (Cricket) Barakzai, PD, and Assorted students

Site visit questions relate to the Song-Brown Healthcare Workforce Training Act Standards for Registered Nursing Education Programs, established by the California Healthcare Workforce Policy Commission, pursuant to Health and Safety Code 128200, et seq. Each training program standard is presented in italics:

Section I. *Each Registered Nursing Education Program approved for funding under the Song-Brown Healthcare Workforce Training Act (hereinafter “the Act”) shall be operated by an accredited California School of Nursing or shall be approved by the Regents of the University of California or by the Trustees of the California State University and Colleges, or shall be approved by the Board of Registered Nursing pursuant to Section 2834-2837, Article 8, Chapter 6, Div. 2, of the Business and Professions Code, or the Board of Governors of the California Community Colleges, and that is approved by the Board of Registered Nursing.*

The following questions relate to Section I of the Training Program Standards:

1. Is the education program operated by an accredited California School of Nursing?

Yes ☒ No ☐ N/A ☐

2. Has the program been approved by one of the following entities?

| | | | | | | |
|--|-----|-------------------------------------|----|--------------------------|-----|-------------------------------------|
| The Board of Registered Nursing? | Yes | <input checked="" type="checkbox"/> | No | <input type="checkbox"/> | N/A | <input type="checkbox"/> |
| The Board of Governors of the CA Community Colleges? | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | N/A | <input checked="" type="checkbox"/> |
| The Trustees of the California State University? | Yes | <input checked="" type="checkbox"/> | No | <input type="checkbox"/> | N/A | <input type="checkbox"/> |
| The Regents of the University of California? | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | N/A | <input checked="" type="checkbox"/> |

3. What is the NCLEX first time pass rate? 86.14% [Staff Comments: The Program Director stated that CSU, Fresno’s pass rate was at 75% when they first came to the Song-Brown program for funding. They attribute the increased pass rates to the NCLEX review course they offer. This review course was made available with Song-Brown funding received in 2007.](#)

4. What is the overall NCLEX pass rate? ≈99%
5. How many students do you train each year? 110-120

Comments: We have twice yearly admissions with an average of 55-60 students admitted each semester. Staff Comments: When asked for the attrition rate, the Program Director stated the absolute drop out rate is 4%; for students that drop back it is 5 – 6%.

Section II. Each Registered Nursing Education Program approved for funding under the Act shall include a component of education in medically underserved multi-cultural communities, lower socioeconomic neighborhoods, or rural communities, and shall be organized to prepare registered nursing services in such neighborhoods and communities.

The following questions relate to **Section II** of the Education Program Standards:

1. Does the education program include a component of training in medically underserved multi-cultural communities, lower socioeconomic areas, or rural communities (hereinafter “component of training”) that is organized to prepare registered nurses for services in such neighborhoods and communities?

Yes ☒ No ☐ N/A ☐

If no, provide comments: _____

2. Describe the location of the education program’s “component of training”?
Check which category(ies) apply:

| Training Site Name and Address | Medically Underserved Multi-cultural Community | Lower Socio- Economic Area | Rural Area | None of the Above |
|---|---|-------------------------------------|-------------------------------------|--------------------------|
| Fresno , Kings, Tulare, & Madera Health Departments | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Staff Comments: All counties identified with the exception of Kings County are currently designated as Registered Nurse Shortage Areas.

Comments: All students rotate through the senior level community health course. California State University, Fresno utilizes a number of underserved, multi-cultural sites. The above are only a few examples of component of training sites.

3. Are all of the program's students required to spend part of their education in patient care in the "component of training"?

Yes ☒ No ☐ N/A ☐

Did the site review include a visit to the "component of training"?

Yes ☒ No ☐ N/A ☐

Comments: Madera Community Hospital (This is one of the component of training sites that is closest to the University, chosen for ease of access for site visitors.)

4. Check all applicable categories that describe the "component of training"?

| Name of Training Site | Site Designation* | | | | |
|---------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|---------------------------------------|
| | Non-Profit Hospital | Private Hospital | VA Facility | County Facility | Government Owned or Operated Facility |
| Madera Community Hospital | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Additional comments relating to compliance with Section II of the Standards

(optional): [Staff comments: Madera Community Hospital is located in Madera County, a Registered Nurse Shortage Area.](#)

Section III. Appropriate strategies shall be developed by each education institution receiving funds under the Act to encourage Registered Nurses who are educated in the education program funded by the Act, to enter into practice in areas of unmet priority need for primary care family physicians within California as defined by the California Healthcare Workforce Policy Commission (hereinafter referred to as "areas of need"). Such strategies shall incorporate the following elements:

- A. An established procedure to identify, recruit and admit registered nursing students who possess characteristics which would suggest a predisposition to practice in areas of need, and who express a commitment to serve in areas of need**

B. An established counseling and placement program designed to encourage education program graduates to enter practice in areas of need.

C. A program component such as a preceptorship experience in an area of need, which will enhance the potential of education program graduates to practice in such an area.

The following questions relate to Section III of the Education Program Standards:

1. Does the program have an established procedure to identify, recruit and admit registered nursing students who possess or express the following characteristics?

- a) A predisposition to practice in areas of need? Yes ☒ No ☐ N/A ☐
b) A commitment to serve in areas of need? Yes ☒ No ☐ N/A ☐

Comments: The College of Health and Human Services has a fully- staffed admissions and advising center, including an Outreach Coordinator. Through the Outreach Coordinator, the faculty, staff, and students are involved in community outreach via career days, Dog Days; and high school, community college, and hospital visits and tours. There is a National Health Service Corps Ambassador on campus who encourages students to participate in this program. Students from disadvantaged backgrounds are eligible for a number of stipends and are encouraged to return to their home communities to work.

2. Check all applicable categories that describe the established procedure referenced in Section III of the Education Program Standards (above):

- a) Mission statement speaks to graduate deployment Yes ☒ No ☐ N/A ☐

Staff Comments: the mission statement is for the College of Health and Human Services, it states their mission is to graduate students that will serve the emerging needs of residents and health and human service providers in the Central California region.

- b) Website emphasizes underserved areas, populations Yes ☐ No ☒ N/A ☐

- c) Promotion of mission in interviews of training program applicants
Yes ☒ No ☐ N/A ☐

Staff Comments: The program has a pre-nursing advisor who holds informational meetings several times a year for any students interested in a nursing profession.

- d) Weighting of underserved goals affecting ranking of applicants
Yes ☐ No ☐ N/A ☒

Staff Comments: Being a campus of the California State University, the program cannot actively weight underserved goals. Students are admitted based on overall GPA and meeting of pre-requisites.

- e) Special emphasis on recruiting registered nursing students from local community
Yes ☒ No ☐ N/A ☐

- f) Developing core faculty with experience in underserved practices
Yes ☒ No ☐ N/A ☐

Dr. Russler, Chief of the Nursing Department is a 1975 graduate of the CSU, Fresno program.

- g) Formally promoting registered nursing careers in high schools, colleges
Yes ☒ No ☐ N/A ☐

Staff Comments: The school has a regular unit that attends health fairs, community colleges, high schools, etc. promoting nursing careers.

3. Describe the portion of the curriculum geared towards cultural competency.

The San Joaquin Valley is a region of great cultural diversity, and our student body reflects that diversity. Cultural competency is a thread that runs throughout the program, introduced in the first semester through our gerontology and pathophysiology courses. Cultural competency is reflected in the objectives of the med-surg, critical care, obstetrics, pediatrics, psychiatry, and community health courses. The community health course serves as the capstone for this concept.

- a) If cultural competency training is not provided in the program explain why. N/A

4. Does the program have an established counseling and placement program designed to encourage nursing education program graduates to enter practice in areas of need?

Yes ☒ No ☐ N/A ☐

The pattern of clinical placements throughout the curriculum reinforces the concept of practice in areas of need, especially the community health and senior clinical practicum experiences.

Does the program provide any type of support services for students?

- ☒ NCLEX Preparation -- Define the nature of your NCLEX
☒ Skills Lab preparation in space provided
☒ Tutoring below.
☒ Mentoring
☒ Safety Issue

Are these services free to the students?

Yes ☒ No ☐ N/A ☐

Song-Brown funding has allowed us to provide a number of options for tutoring and NCLEX preparation for students, including the development of a NCLEX preparation course and a remediation course. All of these strategies have been critical in enhancing NCLEX success for our students.

5. Check all applicable categories that describe the established counseling and placement program referenced in Section III of the Education Program Standards (above):

a) Faculty advisors/hospital management promote practice Opportunities Yes ☒ No ☐ N/A ☐

b) Coordination with Health Professions Education Foundation's RN education scholarships and loan repayment Yes ☒ No ☐ N/A ☐

Staff Comments: Dr. Barakzai is a NHSC Ambassador and informs the students of the opportunities provided by the NHSC, however she stated that due to the low tuition costs associated with the CSU many students do not take advantage of NHSC.

c) Coordination with community healthcare employers in recruiting program graduates Yes ☒ No ☐ N/A ☐

d) A program matching registered nurses with underserved areas Yes ☒ No ☐ N/A ☐

Additional comments relating to compliance with Section III of the Standards (optional): Preceptships are arranged for students in underserved areas throughout the San Joaquin Valley.

Song-Brown Program questions:

1. What is the ratio of faculty to students during clinical training? 1:10 and 1:11
2. Is the faculty member at the clinical training site with the students? yes
3. If applicable, how do you feel your program benefited from Special Program funding?

Special Program funding has provided support for the development of our problem-based learning NCLEX review course which has an enrollment of 38 to 45 students a semester and a remediation course with enrollment of approximately 15 students a semester. In addition, Special Program funding has made the Virtual ATI online review materials available to 47 students so far. The support provided to our clinical coordinator has resulted in the development of 11 new underserved undergraduate clinical sites. Finally, Song-Brown Special Program funding has allowed us to decrease the size of our clinical groups from 12:1 to 10-11:1, resulting in more opportunities for one-on-one instruction in the clinical setting.

The following are general questions relating to the administration of the Song-Brown Registered Nursing Education Program:

1. Do you have any concerns about any of the following processes established for the administration of the Song-Brown Act?

- | | | | |
|---|------------------------------|--|------------------------------|
| a) The application for Song-Brown funds: | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> | N/A <input type="checkbox"/> |
| b) The oral presentations to the Commission: | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> | N/A <input type="checkbox"/> |
| c) The contract process: | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> | N/A <input type="checkbox"/> |
| d) The invoice process | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> | N/A <input type="checkbox"/> |
| e) Staff's ability to provide technical assistance: | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> | N/A <input type="checkbox"/> |
| f) RNSA methodology: | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> | N/A <input type="checkbox"/> |

2. Is there any information about the Registered Nursing Education Program not covered by the above questions that should be noted or included with this site visit report? No

If yes, please comment:

When asked if CSU Faculty support the establishment of a Doctor of Nursing Practice (DNP) degree Dr. Barakzai and Dr. Russler both answered yes. They are huge supporters of the idea and if only one college in the Central Valley could award the degree they would like it to be CSU, Fresno.